

BELLSOUTH

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DOCKET FILE COPY ORIGINAL

Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, Room 222
Washington, DC 20554

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NOV 10 1997

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: Ex Parte in CC Docket 97-208

Dear Ms. Salas:

In connection with BellSouth's 271 Application for South Carolina, the Commission staff has requested certain documents that were filed with the South Carolina Public Service Commission.

In response to questions from the Commission staff about those documents, BellSouth advised the Commission that the Local Interconnection and Facility Based Ordering Guide was consolidated with the Resale Ordering Guide, and was contained in William Stacy's OSS affidavit at Exhibit-49. This information was incorrect. The consolidated guide has not been filed as part of Mr. Stacy's affidavit. Attached are the Local Interconnection and Facility Based Ordering Guide and Resale Ordering Guide, as originally requested by the Commission staff.

Pursuant to Section 1.1306(a)(2) of the Commission's rules, two copies of this notice are being filed with the Secretary.

Sincerely,



Attachments

cc: Michael Pryor
Jordan Goldstein
Jeannie Su
Melissa Newman
Robert Tanner

No. of Copies rec'd
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BellSouth Interconnection Services
Your Interconnection Advantage

RESALE ORDERING GUIDE



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GENERAL INFORMATION

GENERAL INFORMATION

Introduction

Purpose

This document provides detailed information applicable in the nine states served by BellSouth. The information is generally applicable in all states, however, due to individual state requirements, including specific Public Service Commission rules and decisions, aspects of the handbook may not apply or may apply differently in an individual state. It is recommended that the CLEC contact BellSouth personnel to confirm the applicability in a particular state, if a question arises.

Key Acronyms

LCSC - BellSouth's Local Carrier Service Center
CLEC - Competitive Local Exchange Carrier/Company

Mechanized Interfaces

BellSouth offers mechanized interfaces for Pre-ordering, Ordering and Provisioning, Billing and Trouble Reporting processes. Interested CLECs should contact the account team for information concerning use of these interfaces.

Updates to the Handbook

How to Receive

This handbook may be reproduced only for your Company's exclusive use and should be retained for future reference. The handbook will be updated periodically. Updates will be mailed to **one location** in your company. The CLEC is responsible for internal distribution. The form below should be used to request updates to the guide.

Update Form

Date _____

☐ Initial Update Request

☐ Change Update Request

Company Name _____

Operating Company Number (OCN) _____

Address _____

City _____

State _____ ZIP _____

Requested By _____

10 Digit Telephone Number _____

Number of Handbooks Requested ____ (max 3)

Handbook Type

☐ Resale

☐ Facility Based

Mailing Address

LCSC Operations Support
BellSouth Center
Room 29A51
675 W. Peachtree Street
Atlanta, GA 30375

Facsimile Number

404-873-6069

Account Team

Contact the CLEC account team for the following services:
(This is not an all inclusive list.)

- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Project/Order Coordination
- Contract Negotiations
- Enhanced Billing Options Negotiations
- Initial Contact/Negotiator for Complex Services - including, but not limited to:
 - Megalink® / HiCap
 - ESSX®
 - DDAS
 - Co-Location
 - FlexServ®
 - Accupulse®
 - Native Mode Lan Interconnect (NMLI)
 - Frame Relay
 - Pulselink
 - Lightgate®
 - SmartRing®
 - SMARTPath®
 - Connectionless Data Service (CDS)
 - Video/Audio
 - Sychronet®
 - ISDN

CLECs which are a part of, or affiliated with, the MCI and AT&T Interexchange Carrier families will be supported by their existing account teams. The contact numbers are provided in the "Guide to Access".

All remaining CLECs will be supported by the CLEC Account Team.

**CLEC Account
Team Contact**

Bill French, Account Manager
Office: 205-977-0535 Pager: 800-729-1372

Mailing Address

BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

Local Carrier Service Center

Purpose The Local Carrier Service Center (LCSC) serves as the point of contact for processing local service requests from CLECs.

Responsibility The LCSC is responsible for providing the following services for it's customers:

- Delivering customer record information upon receipt of LOAs from end users
- Processing service orders as requested
- Handles billing inquiries and payment arrangements
- General questions and assistance related to order local service

The LCSC will direct the CLEC to the appropriate person or department for assistance with matters outside the scope of services they provide.

Telephone Numbers	Office.	800-872-3116
	Local Service Requests and Related Questions, Billing Inquiries & General Assistance	
	Facsimile Number.	800-872-7059
	All Forms	

Holidays Observed	New Years Day
	Memorial Day
	Independence Day
	Labor Day
	Thanksgiving Day
	Christmas Day

**APPLICATION FOR SERVICE
REQUIREMENTS**

APPLICATION FOR LOCAL SERVICE REQUIREMENTS

Summary of Items Required Prior to Processing Orders for Local Service

This section provides information concerning the items required prior to the Local Service Center Processing of orders.

1. Proof of PSC/PUC Certification
2. Proof of Tax Exempt Status (if applicable)
3. Operating Company Number (OCN)
4. Blanket Letter of Authorization (LOA)
5. CLEC - Contact Numbers Form
6. Master Account Application
7. Disposition of LIDB Contract Negotiations
(See Master Account Application)
8. Contract (In the absence of an approved local
interconnection state tariff)

All of the required items should be provided along with the Master Account Application. No orders can be processed until all requirements are satisfied.

Note: In addition to the items provided above, each CLEC should negotiate through the account team for the type of billing records, including format, desired.

Application for Local Service Requirements (continued)

Certification Definition	Certification is the process by which the state PSC/PUC authorizes a CLEC to conduct business in a particular state.
Certification Process	The CLEC should contact the state PSC/PUC to determine the requirements for certification.
Proof of Certification	The CLEC must provide proof of certification to the LCSC. The LCSC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification should be provided with the <u>Master Account Application</u> (provided in this section). If proof of certification is not provided with the application, it must be submitted before any orders can be processed.
Proof of Tax Exemption	The CLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the CLEC will be billed the applicable taxes.
Operating Company Number	The CLEC must provide BellSouth with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included herein to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.
Blanket Letter of Authorization	The CLEC must complete the Blanket Agency Agreement Letter provided in this section prior to the processing by the LCSC of local service requests involving existing BellSouth end users. The Blanket Agency Agreement does not relieve the CLEC of securing and maintaining end user authorization. BellSouth may request a copy of the end user authorization in the event of an end user dispute.

Application for Local Service Requirements (continued)

LIDB Contract

BellSouth's Line Information DataBase (LIDB) is described later in this guide under the section 'Service Restrictions'. The LCSC must be notified concerning the disposition of negotiations for LIDB storage agreements. On the Master Account Application, please check the appropriate boxes to indicate that you have received details concerning LIDB and that you are participating or have declined participation.

Contract in the Absence of Approved State Tariffs

In the absence of an approved BellSouth state resale tariff for CLECs, or a statement of generally available terms and conditions that is in effect, a Resale Agreement between the CLEC and BellSouth is required in order for the CLEC to obtain services offered by BellSouth at the applicable state discount. In the event the Reseller does not have an agreement and wishes to purchase the services at retail, BellSouth must have a copy of the reseller's certificate prior to service order processing. A copy of this agreement or the certificate must be provided with the Master Account Application.

The contact for resale negotiations or questions is Jerry Hendrix at 404-529-8210, or your appropriate account team representative.

BELLSOUTH MASTER ACCOUNT APPLICATION

COMPETITIVE LOCAL EXCHANGE COMPANY

Date ____/____/____

ACCOUNT INFORMATION

☐ Reseller ☐ Facilities Based Carrier Tax Exempt _____ Tax Code _____ State _____

Certificate of Authority Attached ☐ Yes ☐ No Estimated Average Monthly Bill _____

Company Name/Operating Company Number _____

Local Address _____

City _____ State _____ ZIP _____ - _____

Corporate Address _____

City _____ State _____ ZIP _____ - _____

Billing Address _____

City _____ State _____ ZIP _____ - _____

Contact Name & Telephone # for:

Billing _____ Telephone # (____) - ____ - ____

Orders _____ Telephone # (____) - ____ - ____

Other _____ Telephone # (____) - ____ - ____

CREDIT INFORMATION

Previous BellSouth Service

☐ Yes ☐ No

Telephone # (____) - ____ - ____

Telephone # (____) - ____ - ____

Last Date of Service ____/____/____

Last Date of Service ____/____/____

Other Current BellSouth Service

☐ Yes ☐ No

Telephone # (____) - ____ - ____

Telephone # (____) - ____ - ____

Ownership

☐ Individual

☐ Partnership

Name _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Name _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Name _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Name _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

☐ Corporation

President _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Vice-President _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Secretary _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Treasurer _____ Tel # (____) - ____ - ____ SSN ____ - ____ - ____

Have you been informed concerning BellSouth's Line Information DataBase (LIDB) contract? ☐ Yes ☐ No

Have you signed a LIDB contract? ☐ Yes

☐ No

Note: Checking "NO" indicates that the CLEC is aware of the consequences of declining, i.e., that BellSouth can not guarantee processing or restriction of LIDB handled calls.

NECA

NATIONAL EXCHANGE CARRIER ASSOCIATION

NECA NON-MEMBER COMPANY CODE REQUEST FORM

CONTACT INFORMATION

REQUESTOR'S NAME *

TELEPHONE NUMBER

ADDRESS

FAX NUMBER

DATE OF REQUEST

* This contact will also be listed in Bellcore Routing Products as "Agent for Service of Process".
If you would like a different contact for this purpose, please notify Bellcore-TRA at 908-699-6700.

COMPANY INFORMATION

COMPANY NAME

ADDRESS OF CORPORATE HEADQUARTERS

STATE(S) IN WHICH COMPANY OPERATES

TYPE OF SERVICE COMPANY PROVIDES (e.g., Wireless [Paging, Beeper, Cellular, PCS], Certified Local Exchange, Competitive Access Provider, Local Reseller, etc.)

NECA must be notified of any mergers/acquisitions and/or name changes.

Companies operating in more than one state may be assigned multiple codes, one code for the overall company and an additional code for each state in which the company operates. Companies operating in only one state will be assigned only one code.

Please attach articles of incorporation as proof of existence and either certification by the state Public Utilities Commission or a copy of the company's FCC radio license which authorizes this company to provide telecommunications service.

RETURN FORM TO: MANAGER - TARIFF NO 4
NECA
100 S. JEFFERSON ROAD
WHIPPANY, NJ 07981

TEL # 201-884-8355
FAX # 201-884-8469

BELLSOUTH BLANKET AGENCY AGREEMENT LETTER for LOCAL SERVICE PROVIDERS

I am an official of (Company)_____ and am authorized to commit my company to the conditions stated herein:

1. (Company)_____ will not submit any requests or inquiries for Resale or Facility Based local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company)_____ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company)_____ and the End User provides that the (Company)_____ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company)_____ and the End User holds the End User responsible to (Company)_____ for all charges incurred on the End User's behalf for local service. However, (Company)_____ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company)_____.
4. The End User will deal directly with (Company)_____ on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company)_____.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company)_____ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth and its affiliates for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company)_____ preparation and submission of service requests for which it did not have proper End User authorization.

7. In the event that the End User challenges billing which resulted from local service requests submitted to BellSouth by (Company)_____ under this Blanket Agency Agreement, then (Company)_____ will indemnify and hold harmless BellSouth and it's affiliates for any damages, losses, costs and attorney's fees, if any, arising from BellSouth provisioning and maintenance of the End User's local service due to errors in the ordering of said service by (Company)_____.
8. In the event that the End User disputes actions taken by BellSouth as a result of a submission by (Company)_____ of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User authorization, then (Company)_____ will indemnify and hold harmless BellSouth and it's affiliates for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.
9. This Agreement shall continue in effect unless canceled by prior written notice by BellSouth or (Company)_____ thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

Signature of Officer

Title of Officer

Company Name

Date

**CREDIT POLICY &
FORMS OF SECURITY**

Forms of Security

Credit Policy

Before a new account can be established, the LCSC must be provided with information to determine deposit and advance payment requirements. The **Master Account Application** should be prepared and submitted to the LCSC. This will be required before orders can be processed.

BellSouth may require the CLEC to provide proof of satisfactory credit with BellSouth or pay a deposit and/or an advance payment prior to processing service requests. BellSouth will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Deposits for CLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services.

Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company which meets all BellSouth standards.